

CHAPTER 23 - AHCCCS APPOINTMENTS AND STANDARDS

REVISION DATE: 4/16/14

INITIAL IMPLEMENTATION DATE: March 29, 2013

For PCP appointments, for members, providers shall provide:

- A. Emergency appointments the same day or within twenty-four (24) hours of the member's phone call or other notification, or as medically appropriate
- B. Urgent care appointments within two (2) days
- C. Routine care appointments within twenty-one (21) days

For specialty provider appointments for members, providers shall provide:

- A. Emergency appointments within twenty-four (24) hours of referral
- B. Urgent care appointments within three (3) days of referral
- C. Routine care appointments within forty-five (45) days of referral

For behavioral health services for members, providers shall provide appointments as follows:

- A. Emergency appointments within twenty-four (24) hours of referral
- B. Routine appointments within thirty (30) days of referral

For dental appointments for members, providers shall be able to provide:

- A. Emergency appointments within twenty-four (24) hours
- B. Urgent appointments within three (3) days of request
- C. Routine care appointments within forty-five (45) days of request

For maternity care for members, providers shall provide initial prenatal care appointments for enrolled pregnant members as follows:

- A. First trimester within fourteen (14) days of request
- B. Second trimester within seven (7) days of request
- C. Third trimester within three (3) days of request

- D. High risk pregnancies within three (3) days of identification of high risk by the Division or maternity care provider, or immediately if an emergency exists.

For wait time in the office, ADES/DDD shall monitor and ensure that a member's waiting time for a scheduled appointment at the PCP's or specialist's office is no more than forty-five (45) minutes, except when the provider is unavailable due to an emergency.

For medically-necessary, non-emergent transportation shall be scheduled so that the member:

- A. Arrives on time but no sooner than one hour before the appointment;
- B. Is not picked up prior to the completion of the appointment;
- C. Is not required to wait more than one hour after the conclusion of the appointment for transportation home.